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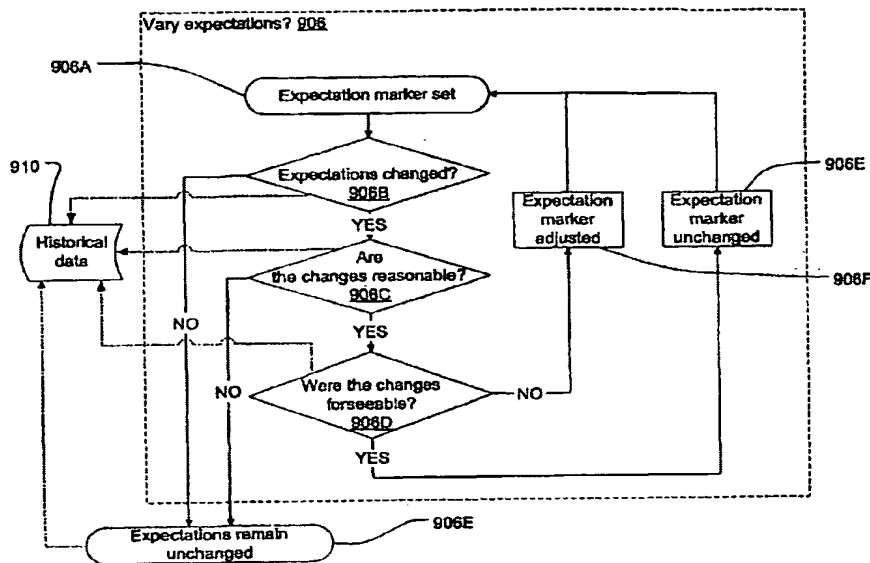
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(54) Title: **SERVICE EXPECTATION MONITORING**



(57) Abstract: There is disclosed a method and system for selecting a service provider to perform a particular service based on historical expectation differential data. The expectation differential data is preferably derived from the service provider's actual performance and a performance expectation. Methods of determining and varying expectations are also disclosed.

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